

## Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
A+ Care Solutions, Inc.	West	Day-Residential, Personal Assistance	4/19/12	NA	SC	SC	PC	SC	SC	SC	SC	PC	SC	Proficient
Adult Community Training, Inc.	East	Day-Residential, Personal Assistance	8/2/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
AdvanceCare Health Services	Middle	Day-Residential, Personal Assistance	4/25/12	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Anchor for Life, Inc.	West	Day-Residential	4/5/12	NA	PC	MC	MC	PC	SC	SC	SC	MC	MC	Significant Concerns
Angela's Path to Achievement	Middle	Day-Residential	1/30/12	NA	SC	SC	SC	SC	SC	SC	NA	SC	SC	Exceptional Performance
ARC of Claiborne County, Inc.	East	Day-Residential, Personal Assistance	7/3/12	NA	PC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Arc of the Mid-South	West	Day-Residential, Personal Assistance	4/26/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Arnold Community Therapy, Inc.	Middle	Therapy	8/22/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	PC	Exceptional Performance
Behavioral Services of Tennessee	West	Day-Residential	5/31/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Binta's Song	East	Personal Assistance	5/7/12	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance
BIOS of Tennessee, Inc.	Middle	Day-Residential, Personal Assistance	6/22/12	NA	PC	PC	PC	PC	SC	SC	SC	PC	SC	Fair
Bobbi's Way, Inc.	East	Day-Residential	5/10/12	NA	PC	SC	PC	PC	SC	SC	SC	SC	SC	Proficient
Breakthrough Corporation	East	Day-Residential, Personal Assistance	5/29/12	NA	PC	SC	PC	PC	SC	SC	PC	PC	PC	Fair
Brenda Richardson Memorial Care Home	West	Day-Residential	8/9/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	SC	Proficient
Bubba's Better Life, Inc.	West	Day-Residential	3/1/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Buffalo River Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	2/24/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Bunt, Jeanette	Middle	Behavioral	6/28/12	NA	PC	SC	SC	NA	NA	NA	NA	SC	SC	Proficient
C. S. Patterson Training and Habilitation Center	West	Day-Residential, Personal Assistance	8/15/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Care Choices of Tennessee	East	Day-Residential, Personal Assistance	8/30/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Care Focus, Inc.	West	Day-Residential, Personal Assistance	2/10/12	NA	SC	PC	PC	SC	SC	SC	SC	SC	SC	Proficient
Care Focus, Inc.	East	Day-Residential, Personal Assistance	3/1/12	NA	SC	SC	PC	SC	SC	SC	SC	SC	SC	Proficient

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Care Focus, Inc.	Middle	Day-Residential, Personal Assistance	6/15/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	SC	Proficient
Cerebral Palsy Center, Inc.	East	Day-Residential, Personal Assistance	8/8/12	NA	PC	PC	SC	MC	SC	SC	SC	PC	PC	Fair
Chris' Home, Inc.	Middle	Day-Residential	1/17/12	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
Comcare, Inc.	East	Day-Residential, Behavioral	3/16/12	NA	PC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Community Behavioral Services	west	Behavioral	5/30/12	NA	SC	PC	SC	NA	SC	NA	NA	PC	SC	Proficient
Community Developmental Services, Inc.	West	Day-Residential, Personal Assistance	4/13/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
Community Options, Inc.	Middle	Day-Residential, Personal Assistance	4/13/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Community Options, Inc.	East	Day-Residential	6/20/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Complete Care Choices	East	Nursing	2/10/12	NA	MC	NC	SC	PC	SC	NA	NA	MC	SC	Significant Concerns
Complete Care Choices	Middle	Nursing	5/4/12	NA	PC	SC	PC	PC	SC	NA	NA	PC	SC	Fair
Comprehensive Services of Tennessee	West	Day-Residential, Personal Assistance	1/27/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Connexus, Inc.	Middle	Day-Residential, Personal Assistance	4/17/12	NA	PC	PC	SC	PC	SC	SC	SC	PC	SC	Fair
ContinuCare Health Services	East	Personal Assistance, Nursing	6/1/12	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance
Core Services of Northeast Tennessee	East	Day-Residential, Personal Assistance	3/28/12	NA	PC	SC	SC	PC	SC	SC	PC	SC	SC	Proficient
Corner Stone Personal Care Services, LLC	East	Day-Residential, Personal Assistance	3/1/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Courtney, Inc.	East	Personal Assistance	4/20/12	NA	PC	SC	SC	PC	SC	NA	NA	SC	SC	Proficient
CSI Caregiver Services of Tennessee	Middle	Day-Residential, Personal Assistance	4/27/12	NA	PC	PC	PC	PC	SC	NA	SC	SC	SC	Fair
Cumberland Community Options, Inc.	Middle	Day-Residential	4/4/12	NA	SC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Developmental Services of Dickson County	Middle	Day-Residential, Personal Assistance	3/16/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
East TN Personal Care Services, LLC	East	Day-Residential, Personal Assistance	6/15/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Elite Behavior Analysis	East	Behavioral	2/3/12	NA	SC	PC	PC	NA	SC	NA	NA	SC	SC	Proficient

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Emory Valley Center, Inc.	East	Day-Residential, Personal Assistance, Therapy	8/10/12	NA	SC	SC	PC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Evergreen Presbyterian Ministries, Inc.	East	Day-Residential, Personal Assistance, Behavioral, Nursing	2/16/12	NA	MC	MC	MC	PC	SC	SC	SC	MC	PC	Significant Concerns
Evergreen Presbyterian Ministries, Inc.	West	Day-Residential, Personal Assistance	3/13/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	MC	Proficient
Exceptional Enterprises, Inc.	East	Day-Residential, Personal Assistance	8/10/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Faith Specialized Care Services	West	Day-Residential, Personal Assistance	6/8/12	NA	SC	PC	PC	SC	SC	SC	SC	PC	SC	Proficient
Focus on Function, Inc.	East	Therapy	6/14/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Franklin County Adult Activity Center	Middle	Day-Residential, Personal Assistance	2/10/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Freedom Co-op	West	Day-Residential, Personal Assistance	2/16/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Friendship Home Solutions, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	2/3/12	NA	PC	SC	PC	PC	SC	SC	SC	PC	PC	Fair
Frontier Health, Inc.	East	Day-Residential	6/22/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Full Circle Therapy	Middle	Therapy	5/17/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Functional Independence	West	Therapy	2/24/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Generations Community Services	West	Day-Residential, Personal Assistance	3/15/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	MC	Fair
Georgia Lee, Inc.	West	Day-Residential	5/15/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Grosser, Jason	West	Behavioral	3/16/12	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Guardian Community Living	Middle	Day-Residential, Nursing, Therapy	6/22/12	NA	SC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Guardian Community Living	West	Day-Residential, Behavioral, Nursing, Therapy	8/3/12	NA	PC	SC	SC	SC	SC	SC	SC	SC	SC	Proficient
HATS, Inc.	Middle	Day-Residential, Personal Assistance	5/18/12	NA	SC	SC	PC	PC	SC	SC	SC	PC	SC	Proficient
HCS Investors, LLC	West	Day-Residential, Personal Assistance	2/23/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient

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Health Angels Staffing	Middle	Day-Residential, Personal Assistance, Nursing	2/24/12	NA	PC	PC	PC	PC	SC	NA	NA	PC	SC	Fair
Hope Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	4/13/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Independence, Inc.	West	Therapy	4/24/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Independent Opportunities, Inc.	East	Day-Residential	2/8/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Independent Therapy Network	West	Therapy	5/8/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Innovative Behavior Services	West	Behavioral	8/9/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
James Developmental Center	Middle	Day-Residential, Personal Assistance	3/6/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Joey's Yacht Club	Middle	Day-Residential	1/31/12	NA	PC	PC	SC	PC	SC	SC	SC	SC	SC	Proficient
Journeys in Community Living	Middle	Day-Residential	8/10/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Lacefield Enterprises, Inc.	Middle	Therapy	8/3/12	NA	PC	SC	PC	NA	SC	NA	NA	PC	PC	Fair
McNairy County Developmental Services	West	Day-Residential, Personal Assistance, Nursing	6/28/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Meritan, Inc.	West	Day-Residential, Nursing, Therapy	4/27/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Meritan, Inc.	East	Day-Residential	5/30/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Mic's Place, Inc.	West	Day-Residential, Personal Assistance	8/22/12	NA	SC	SC	PC	SC	SC	SC	SC	PC	SC	Proficient
Middle Tennessee Supported Living	Middle	Day-Residential, Personal Assistance, Nursing	4/27/12	NA	SC	PC	PC	MC	SC	SC	SC	PC	PC	Fair
Mid-South Area Residential Services, Inc.	West	Day-Residential, Personal Assistance	7/20/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
New Horizons, Inc.	Middle	Day-Residential, Personal Assistance	8/17/12	NA	SC	PC	SC	PC	SC	SC	SC	SC	SC	Proficient
Nicholas Matters, Inc.	West	Day-Residential	8/23/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Nicholson Therapies, Inc.	Middle	Therapy	3/16/12	NA	MC	SC	SC	NA	SC	NA	NA	PC	SC	Fair

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Now I Lay Me Down To Sleep	Middle	Day-Residential, Personal Assistance	6/5/12	NA	PC	PC	SC	PC	SC	SC	SC	NC	NC	Significant Concerns
Nutrition Volitions	West	Therapy	4/17/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Omni Visions, Inc.	West	Day-Residential	7/13/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	SC	Proficient
Orange Grove Center, Inc.	East	Day-Residential, Personal Assistance, Nursing, Therapy	5/9/12	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Osemwegie-Jones, Iyoha	West	Therapy	8/10/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Pauline and Thomas Healthcare, Inc.	Middle	Day-Residential, Personal Assistance	3/8/12	NA	SC	MC	SC	PC	SC	SC	SC	PC	MC	Fair
Personal Care Choices	East	Day-Residential, Personal Assistance	5/9/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Pink Coyote, Inc.	East	Day-Residential	5/22/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Poke, Demetric	West	Behavioral	6/19/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Progress, Inc.	Middle	Day-Residential	7/6/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Prolex Medical Services, Inc.	East	Day-Residential, Personal Assistance, Nursing	7/5/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
Prospect, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	3/23/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Reaching Visions Today, Inc.	Middle	Day-Residential, Personal Assistance	4/5/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient
Rehab Resources	Middle	Therapy	4/13/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	PC	Proficient
Resources for Human Development	Middle	Day-Residential	2/16/12	NA	SC	SC	PC	PC	SC	SC	SC	PC	PC	Fair
RHA Health Services, Inc.	East	Day-Residential, Personal Assistance	4/5/12	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
RHA Health Services, Inc.	Middle	Day-Residential, Personal Assistance	7/18/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient
Shelby Residential and Vocational Services, Inc.	West	Day-Residential, Personal Assistance, Behavioral, Nursing	3/28/12	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Skills Developmental Services, Inc.	Middle	Day-Residential, Personal Assistance	6/1/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Exceptional Performance
St. John's Community Services	West	Day-Residential, Personal Assistance	6/8/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Starcare of Tennessee	Middle	Day-Residential	8/8/12	NA	PC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient

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Support Solutions of Tennessee, LLC	Middle	Day-Residential, Personal Assistance, Behavioral	3/16/12	NA	PC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
Support Solutions of the Mid-South	East	Day-Residential, Personal Assistance, Behavioral	8/30/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Sympathetic Steps to Success	West	Behavioral	3/26/12	NA	PC	PC	SC	NA	SC	NA	NA	PC	SC	Fair
Tennessee Family Solutions	Middle	Day-Residential, Behavioral, Nursing	8/1/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Tennessee Personal Assistance, Inc.	West	Day-Residential, Personal Assistance	3/29/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	SC	Proficient
Tennessee Therapy Solutions	East	Therapy	6/7/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Tiara's Haven	West	Day-Residential	2/10/12	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Tim's Place, Inc.	West	Day-Residential	1/24/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Tri-County Center	East	Day-Residential, Personal Assistance	4/12/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Volunteer Staffing, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	5/25/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Volunteers of America	West	Day-Residential	7/6/12	NA	PC	SC	SC	SC	SC	SC	SC	SC	SC	Proficient
Volunteers of America	Middle	Day-Residential	8/30/12	NA	SC	PC	PC	PC	SC	SC	SC	PC	SC	Fair
Warm Hearts Care	Middle	Day-Residential, Personal Assistance, Nursing	7/6/12	NA	SC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Waves, Inc.	Middle	Day-Residential, Personal Assistance	4/13/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Williams, Nancy	West	Therapy	5/24/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Willowbrook Health and Home Services, Inc.	Middle	Therapy	7/13/12	NA	MC	PC	SC	NA	SC	NA	NA	SC	PC	Fair
Zhou, Liming	West	Behavioral	6/26/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance

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